

**In the Claims**

The status of claims in the case is as follows:

- 1       1. [Currently amended] A method for defining the measures
- 2       of performance of a customer information technology
- 3       organization, comprising the steps of:
  - 4           identifying customer performance goals including
  - 5           behaviors exhibited in meeting said goals;
  - 6           building in a computer a measurement model including a
  - 7           plurality of categories in response to said customer
  - 8           performance goals, a plurality of said categories of
  - 9           said model each including a plurality of metrics;
  - 10          performing in said computer gap analysis of said model
  - 11          to determine which of said metrics are already
  - 12          collected by said organization and process capabilities
  - 13          for data collection;
  - 14          identifying new data collection sources for those
  - 15          metrics which are not already collected by said
  - 16          organization;

17       implementing tools and processes for gathering said  
18       metrics;

19       generating in said computer measurement reports from  
20       said metrics;

21       said building step including building a first draft  
22       measurement model and a second draft measurement model;

23       building said first draft measurement model by  
24       selectively executing a first prioritization process  
25       and a second prioritization process for identifying for  
26       each said category a minimum set of metrics;

27       said first prioritization process determining for each  
28       said metric a relationship with each said behavior  
29       satisfied by said metric by building a first table  
30       describing for each said category the relationship for  
31       each relevant metric with each of said behaviors it may  
32       satisfy and determining for each said metric a metric  
33       subtotal of satisfied behaviors, and evaluating said  
34       table to identify as most desirable metrics those  
35       metrics satisfying the greatest number of behaviors;

36           said second prioritization process determining for each  
37           said metric a relationship with each other metric by  
38           building a second table relating each said metric to  
39           each other said metric, determining from said table for  
40           each said metric a metric subtotal representing the  
41           number of other related metrics, and prioritizing as  
42           desirable metrics for each said category in said  
43           measurement model those related to the highest number  
44           of other related metrics within said category; [[and]]

45           building said second draft measurement model to include  
46           a minimum set of measures that drive desired behaviors  
47           by selecting metrics from said first and second  
48           prioritization processes prioritized selectively by  
49           behaviors satisfied and related metrics by calculating  
50           the mean value of metric subtotals from each  
51           prioritization table and selecting those metrics having  
52           metric subtotals greater than or equal to said mean;  
53           and

54           selectively including in said measurement model to  
55           provide an optimum set of metrics those additional  
56           metrics selected as either related to a specific  
57           customer need or as an only metric satisfying a

58           particular behavior.

1       2. [Original] The method of claim 1, said building step  
2       further comprising the step of:

3           selecting as said metrics those which satisfy  
4       prioritized behaviors.

1       3. [Original] The method of claim 2, said building step  
2       further comprising the step of:

3           selecting as said metrics those which also satisfy  
4       related measures.

1       4. [Currently amended] A method for creating and using a  
2       measurement model work product, comprising the steps of:

3           providing a target future business capabilities work  
4       product for defining in a computer database customer  
5       goals necessary to achieve through measurements;

6           operating a computer processor for translating said  
7       customer goals into a measurement model work product

8           including a plurality of categories defining account  
9           specific behaviors and measures that empirically  
10          demonstrate said behaviors;

11         operating said computer processor for building said  
12         measurement model work product by building a first  
13         draft measurement model and a second draft measurement  
14         model;

15         building said first draft measurement model by  
16         selectively executing a first prioritization process  
17         and a second prioritization process;

18         said first prioritization process determining for each  
19         said measure a relationship with each said behavior  
20         satisfied by said measure by building a first table  
21         describing for each said category the relationship for  
22         each relevant metric with each of said behaviors it may  
23         satisfy and determining for each said metric a metric  
24         subtotal of satisfied behaviors, and evaluating said  
25         table to identify as most desirable metrics those  
26         metrics satisfying the greatest number of behaviors;

27         said second prioritization process determining for each

28       said measure a relationship with each other measure by  
29       building a second table relating each said metric to  
30       each other said metric, determining from said table for  
31       each said metric a metric subtotal representing the  
32       number of other related metrics, and prioritizing as  
33       desirable metrics for each said category in said  
34       measurement model those related to the highest number  
35       of other related metrics within said category; and

36       building said second draft measurement model to include  
37       a minimum set of measures that drive desired behaviors  
38       by selecting measurers from said first and second  
39       prioritization processes prioritized selectively by  
40       behaviors satisfied and related measures.

1       5. [Original] The method of claim 4, further comprising  
2       the step of:

3       defining a gap analysis work product specifying  
4       differences between said measurement model work product  
5       and current customer measurements to identify possible  
6       deficiencies in organization measurement processes.

1       6. [Currently amended] A system for creating and using a  
2 measurement model work product, comprising:

3           a target future business capabilities work product for  
4 defining in a computer database customer goals  
5 necessary to achieve through measurements; and

6           a measurement model work product including a plurality  
7 of categories for translating said customer goals into  
8 account specific behaviors and measures that  
9 empirically demonstrate said behaviors;

10          a computer for deriving said measurement model work  
11 product from a first draft measurement model and a  
12 second draft measurement model;

13          means for performing a first prioritization process and  
14 means for performing a second prioritization process  
15 for deriving said first draft measurement model;

16          said first prioritization process determining for each  
17 said measure a relationship with each said behavior  
18 satisfied by said measure by building a first table  
19 describing for each said category the relationship for

20           each relevant measure with each of said behaviors it  
21           may satisfy and determining for each said measure a  
22           measure subtotal of satisfied behaviors, and evaluating  
23           said table to identify as most desirable measures those  
24           measures satisfying the greatest number of behaviors;

25           said second prioritization process determining for each  
26           said measure a relationship with each other measure by  
27           building a second table relating each said measure to  
28           each other said measure, determining from said table  
29           for each said measure a measure subtotal representing  
30           the number of other related measures, and prioritizing  
31           as desirable measures for each said category in said  
32           measurement model those related to the highest number  
33           of other related measures within said category; and

34           said computer building said second draft measurement  
35           model to include a minimum set of measures that drive  
36           desired behaviors by selecting measurers from said  
37           first and second prioritization processes prioritized  
38           selectively by behaviors satisfied and related  
39           measures.

1       7. [Original] The system of claim 6, further comprising:

2           a gap analysis work product for specifying differences  
3           between said measurement model work product and current  
4           customer measurements to identify possible deficiencies  
5           in organization measurement processes.

1       8. [Currently amended] A method for defining measurements  
2           of performance of a customer information technology  
3           organization, comprising the steps of:

4           collecting into a competency-defined measurement  
5           categories and measurements file in a computer database  
6           definitions of selected categories of behavioral  
7           measurements;

8           selecting from said file contract measurements;

9           said contract measurements being selected by operating  
10          a digital computer to build a first draft measurement  
11          model and a second draft measurement model;

12         building said first draft measurement model including a  
13         plurality of categories by said digital computer

14           selectively executing a first prioritization process  
15           and a second prioritization process;

16           said first prioritization process determining for each  
17           said contract measurement a relationship with each said  
18           behavioral measurement satisfied by said contract  
19           measurement by building a first table describing for  
20           each said category the relationship for each relevant  
21           behavioral measurement with each of said behaviors it  
22           may satisfy and determining for each said behavioral  
23           measurement a behavioral measurement subtotal of  
24           satisfied behaviors, and evaluating said table to  
25           identify as most desirable behavioral measurement those  
26           behavioral measurement satisfying the greatest number  
27           of behaviors;

28           said second prioritization process determining for each  
29           said behavioral measurement a relationship with each  
30           other behavioral measurement by building a second table  
31           relating each said behavioral measurement to each other  
32           said behavioral measurement within each said category,  
33           determining from said table for each said behavioral  
34           measurement a behavioral measurement subtotal  
35           representing the number of other related behavioral

36           measurement, and prioritizing as desirable behavioral  
37           measurement for each said category in said measurement  
38           model those related to the highest number of other  
39           related behavioral measurement within said category;

40           building said second draft measurement model to include  
41           a minimum set of measures that drive desired behaviors  
42           by said digital computer selecting behavioral  
43           measurements from said first and second prioritization  
44           processes prioritized selectively by behaviors  
45           satisfied and related behavioral measurements;

46           implementing said contract measurements; and

47           using and maintaining said contract measurements.

1       9. [Original] The method of claim 8, said categories  
2       including human resources, quality, customer, cost and  
3       schedule, process, and productivity and output categories of  
4       behavioral measurements.

1       10. [Currently amended] System for formulating measurement  
2       requirements that are to be implemented in an engagement,

3 comprising:

4           a current customer measurements work product for

5           detailing in a computer database current measurements

6           being collected and reported by a customer;

7           a measurement model work product for translating

8           customer goals into account specific behaviors and

9           measures that empirically demonstrate said behaviors;

10          a computer for deriving said measurement model work

11          product including a plurality of categories from a

12          first draft measurement model and a second draft

13          measurement model;

14          means for performing a first prioritization process and

15          means for performing a second prioritization process

16          for deriving said first draft measurement model;

17          said first prioritization process determining for each

18          said measure a relationship with each said behavior

19          satisfied by said measure by building a first table

20          describing for each said category the relationship for

21          each relevant measure with each of said behaviors it

22       may satisfy and determining for each said measure a  
23       metric subtotal of satisfied behaviors, and evaluating  
24       said table to identify as most desirable measures those  
25       measures satisfying the greatest number of behaviors;

26       said second prioritization process determining for each  
27       said measure a relationship with each other measure by  
28       building a second table relating each said measure to  
29       each other said measure, determining from said table  
30       for each said measure a measure subtotal representing  
31       the number of other related measures, and prioritizing  
32       as desirable measures for each said category in said  
33       measurement model those related to the highest number  
34       of other related measures within said category;

35       said computer building said second draft measurement  
36       model to include a minimum set of measures that drive  
37       desired behaviors by selecting measurers from said  
38       first and second prioritization processes prioritized  
39       selectively by behaviors satisfied and related  
40       measures; and

41       a measurement gap analysis work product for defining in  
42       said computer database differences between said current

43           measurements and said account specific behaviors and  
44           measures.

1       11. [Original] The system of claim 10, further comprising:

2           an interface agreement work product for documenting  
3           expectations for data collection;

4           a configuration script work product for configuring  
5           tools required to implement said requirements;

6           a contract measurement business policy work product for  
7           defining expectations of behavior required to support  
8           said requirements; and

9           a scorecard work product for visualizing said  
10          requirements.

1       12. [Currently amended] A measurement and performance  
2           management method, comprising the steps of:

3           during a proposal contextual phase, developing in a  
4           computer database a measurement solution including a  
5           plurality of categories to be delivered to a customer;

6       said developing step including operating a digital  
7       computer for building a first draft measurement model  
8       and a second draft measurement model;

9       building said first draft measurement model by said  
10      digital computer selectively executing a first  
11      prioritization process and a second prioritization  
12      process;

13      said first prioritization process determining for each  
14      metric of a plurality of metrics a relationship with  
15      each behavior satisfied by said metric by building a  
16      first table describing for each said category the  
17      relationship for each relevant metric with each of said  
18      behaviors it may satisfy and determining for each said  
19      metric a metric subtotal of satisfied behaviors, and  
20      evaluating said table to identify as most desirable  
21      metrics those metrics satisfying the greatest number of  
22      behaviors;

23      said second prioritization process determining for each  
24      said metric a relationship with each other metric by  
25      building a second table relating each said metric to  
26      each other said metric, determining from said table for

27       each said metric a metric subtotal representing the  
28       number of other related metrics, and prioritizing as  
29       desirable metrics for each said category in said  
30       measurement model those related to the highest number  
31       of other related metrics within said category;

32       building said second draft measurement model to include  
33       a minimum set of measures that drive desired behaviors  
34       by operating said digital computer for selecting from  
35       said first and second prioritization processes metrics  
36       prioritized selectively by behaviors satisfied and  
37       related metrics;

38       during a due diligence phase, validating assumptions  
39       and behavioral expectations in said measurement  
40       solution; and

41       during a transformation phase, transferring to said  
42       customer resources and assets for implementing said  
43       measurement solution as validated.

1       13. [Original] The method of claim 12, said developing  
2       step comprising the further step of:

3 building said measurement solution responsive to inputs  
4 from a measurement catalog work product and a target  
5 future business capabilities work product.

1 14. [Original] The method of claim 13, said validating  
2 step comprising the further step of:

3 executing a measurement gap analysis work product  
4 responsive to inputs from a current customer  
5 measurements work product, a future process design  
6 points work product, a to-be organization design work  
7 product and a to-be process design work product.

1 15. [Original] The method of claim 14, said transferring  
2 step comprising the further step of:

3 pursuant to an interface agreement work product,  
4 providing an external interface requirements work  
5 product, a configuration script work product, a  
6 contract measurement business policy work product, a  
7 scorecard work product, an end-user training materials  
8 work product, and a deployment plan work product.

1 16. [Currently amended] System for formulating measurement

2 requirements that are to be implemented in an engagement,  
3 comprising:

4 means for developing in a computer database a  
5 measurement solution to be delivered to a customer;

6 means for validating in said computer database  
7 assumptions and behavioral expectations in said  
8 measurement solution;

9 means for transferring to said customer resources and  
10 assets for implementing said measurement solution as  
11 validated;

12 computer means for deriving said measurement solution  
13 from a first draft measurement model including a  
14 plurality of categories and a second draft measurement  
15 model;

16 means for performing a first prioritization process and  
17 means for performing a second prioritization process  
18 for deriving said first draft measurement model;

19 said first prioritization process determining for each

20           of a plurality of metrics a relationship with each said  
21       behavior satisfied by said metric by building a first  
22       table describing for each said category the  
23       relationship for each relevant metric with each of said  
24       behaviors it may satisfy and determining for each said  
25       metric a metric subtotal of satisfied behaviors, and  
26       evaluating said table to identify as most desirable  
27       metrics those metrics satisfying the greatest number of  
28       behaviors;

29           said second prioritization process determining for each  
30       said metric a relationship with each other metric by  
31       building a second table relating each said metric to  
32       each other said metric, determining from said table for  
33       each said metric a metric subtotal representing the  
34       number of other related metrics, and prioritizing as  
35       desirable metrics for each said category in said  
36       measurement model those related to the highest number  
37       of other related metrics within said category; and

38           said computer building said second draft measurement  
39       model to include a minimum set of measures that drive  
40       desired behaviors by selecting metrics from said first  
41       and second prioritization processes for said

42           measurement solution prioritized selectively by  
43           behaviors satisfied and related metrics.

1       17. [Currently amended] Method for executing a gap  
2       analysis responsive to a measurement model including a  
3       plurality of categories and current customer measurements,  
4       comprising the steps of:

5           operating a digital computer to build said measurement  
6           model from a first draft measurement model and a second  
7           draft measurement model;

8           building said first draft measurement model by  
9           selectively executing a first prioritization process  
10          and a second prioritization process;

11          operating said digital computer during said first  
12          prioritization process for determining for each of a  
13          plurality of measures a relationship with each of a  
14          plurality of behaviors satisfied by said measure by  
15          building a first table describing for each said  
16          category the relationship for each relevant measure  
17          with each of said behaviors it may satisfy and

18           determining for each said measure a measure subtotal of  
19           satisfied behaviors, and evaluating said table to  
20           identify as most desirable measures those measures  
21           satisfying the greatest number of behaviors;

22           operating said digital computer during said second  
23           prioritization ~~process for~~ process for determining for  
24           each said measure a relationship with each other  
25           measure by building a second table relating each said  
26           measure to each other said measure, determining from  
27           said table for each said measure a measure subtotal  
28           representing the number of other related measure, and  
29           prioritizing as desirable measure for each said  
30           category in said measurement model those related to the  
31           highest number of other related measure within said  
32           category;

33           operating said digital computer for building said  
34           second draft measurement model to include a minimum set  
35           of measures that drive desired behaviors by selecting  
36           measures from said first and second prioritization  
37           processes prioritized selectively by behaviors  
38           satisfied and related measures;

39 mapping in a computer database said current measurement  
40 model to said current customer measurements and  
41 identifying measurement gaps;

42 identifying in said computer database measurements not  
43 covered by said measurement model; .

44 identifying nonproductive measurements; and

45 identifying the impact to an organizational structure  
46 and processes of said customer of said measurement  
47 gaps.

1 18. [Currently amended] A canonical method for defining a  
2 measurements model work product, comprising the steps of:

3 articulating envisioned business goals and behaviors;

4 operating a computer processor for enumerating and  
5 defining behaviors and goals satisfied by said  
6 behaviors in a computer database of existing contract  
7 metrics including a plurality of categories;

8 selecting potential metrics for said business goals and

9 behaviors from said database;

10 operating said computer processor for prioritizing and  
11 balancing said potential metrics to determine said  
12 measurement model work product;

13 said prioritizing and balancing including building a  
14 first draft measurement model and a second draft  
15 measurement model;

16 building said first draft measurement model by  
17 selectively executing within said computer processor a  
18 first prioritization process and a second  
19 prioritization process;

20 said first prioritization process determining for each  
21 potential metric from said selecting step a  
22 relationship with each behavior satisfied by said  
23 potential metric by building a first table describing  
for each said category the relationship for each  
relevant metric with each of said behaviors it may  
satisfy and determining for each said metric a metric  
subtotal of satisfied behaviors, and evaluating said  
table to identify as most desirable metrics those

29           metrics satisfying the greatest number of behaviors;

30           said second prioritization process determining for each  
31           said potential metric a relationship with each other  
32           potential metric from said selecting step by building a  
33           second table relating each said metric to each other  
34           said metric, determining from said table for each said  
35           metric a metric subtotal representing the number of  
36           other related metrics, and prioritizing as desirable  
37           metrics for each said category in said measurement  
38           model those related to the highest number of other  
39           related metrics within said category; and

40           building said second draft measurement model to include  
41           a minimum set of measures that drive desired behaviors  
42           by selecting potential metrics from said first and  
43           second prioritization processes prioritized selectively  
44           by behaviors satisfied and related potential metrics.

1       19. [Currently amended] System for defining a measurements  
2       model work product, comprising:

3           a first database for articulating envisioned business  
4           goals and behaviors;

5           a second database for enumerating and defining  
6           behaviors and goals satisfied by said behaviors  
7           selected from existing contract metrics;

8           means for selecting potential metrics for said business  
9           goals and behaviors from said second database;

10          prioritizing and balancing means for determining from  
11          said potential metrics those metrics to be included in  
12          said measurement model work product, said prioritizing  
13          and balancing means including means for deriving a  
14          first draft measurement model including a plurality of  
15          categories and a second draft measurement model;

16          a first prioritization means and a second  
17          prioritization means for deriving said first draft  
18          measurement model;

19          said first prioritization means determining for each  
20          said potential metric a relationship with each said  
21          behavior satisfied by said potential metric by building  
22          a first table describing for each said category the  
23          relationship for each relevant metric with each of said  
24          behaviors it may satisfy and determining for each said

25           metric a metric subtotal of satisfied behaviors, and  
26           evaluating said table to identify as most desirable  
27           metrics those metrics satisfying the greatest number of  
28           behaviors;

29           said second prioritization means determining for each  
30           said potential metric a relationship with each other  
31           potential metric by building a second table relating  
32           each said metric to each other said metric, determining  
33           from said table for each said metric a metric subtotal  
34           representing the number of other related metrics, and  
35           prioritizing as desirable metrics for each said  
36           category in said measurement model those related to the  
37           highest number of other related metrics within said  
38           category; and

39           said prioritizing and balancing means building said  
40           second draft measurement model to include a minimum set  
41           of measures that drive desired behaviors by selecting  
42           potential metrics from said first and second  
43           prioritization processes prioritized selectively by  
44           behaviors satisfied and related potential metrics.

1           20. [Canceled]

2 21. [Canceled]

1 22. [Currently amended] A program storage device readable  
2 by a machine, tangibly embodying a program of instructions  
3 executable by a machine to perform method steps for defining  
4 the measures of performance of a customer information  
5 technology organization, said method steps comprising:

6 identifying customer performance goals;

7 building a model in response to the customer goals  
8 including a plurality of primitive metrics in a  
9 plurality of categories;

10 performing gap analysis of said model to determine  
11 which of said primitive metrics are already collected  
12 by said organization and process capabilities for data  
13 collection;

14 identifying new data collection sources for those  
15 primitive metrics which are not already collected by  
16 said organization;

17 implementing tools and processes for gathering said

18 primitive metrics; and

19 generating measurement reports from said primitive

20 metrics;

21 said building step including building a first draft

22 measurement model and a second draft measurement model;

23 building said first draft measurement model by

24 selectively executing a first prioritization process

25 and a second prioritization process;

26 said first prioritization process determining for each

27 said primitive metric a relationship with each said

28 behavior satisfied by said primitive metric by building

29 a first table describing for each said category the

30 relationship for each relevant metric with each of said

31 behaviors it may satisfy and determining for each said

32 metric a metric subtotal of satisfied behaviors, and

33 evaluating said table to identify as most desirable

34 metrics those metrics satisfying the greatest number of

35 behaviors;

36 said second prioritization process determining for each

37       said primitive metric a relationship with each other  
38       primitive metric by building a second table relating  
39       each said metric to each other said metric, determining  
40       from said table for each said metric a metric subtotal  
41       representing the number of other related metrics, and  
42       prioritizing as desirable metrics for each said  
43       category in said measurement model those related to the  
44       highest number of other related metrics within said  
45       category; and

46       building said second draft measurement model to include  
47       a minimum set of measures that drive desired behaviors  
48       by selecting primitive metrics from said first and  
49       second prioritization processes prioritized selectively  
50       by behaviors satisfied and related primitive metrics.

1       23. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for creating  
4       and using a measurement model work product, said method  
5       steps comprising:

6           providing a target future business capabilities work  
7           product for defining customer goals necessary to

8 achieve through measurements;

9 translating said customer goals into a measurement

10 model work product including a plurality of categories

11 defining account specific behaviors and measures that

12 empirically demonstrate said behaviors;

13 building said measurement model work product by

14 building a first draft measurement model and a second

15 draft measurement model;

16 building said first draft measurement model by

17 selectively executing a first prioritization process

18 and a second prioritization process;

19 said first prioritization process determining for each

20 said measure a relationship with each said behavior

21 satisfied by said measure by building a first table

22 describing for each said category the relationship for

23 each relevant measure with each of said behaviors it

24 may satisfy and determining for each said measure a

25 measure subtotal of satisfied behaviors, and evaluating

26 said table to identify as most desirable measures those

27 measures satisfying the greatest number of behaviors;

28       said second prioritization process determining for each  
29       said measure a relationship with each other measure by  
30       building a second table relating each said measure to  
31       each other said measure, determining from said table  
32       for each said measure a measure subtotal representing  
33       the number of other related measure, and prioritizing  
34       as desirable measure for each said category in said  
35       measurement model those related to the highest number  
36       of other related measures within said category; and

37       building said second draft measurement model to include  
38       a minimum set of measures that drive desired behaviors  
39       by selecting measures from said first and second  
40       prioritization processes prioritized selectively by  
          behaviors satisfied and related measures.

1       24. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for defining  
4       the measures of performance of a customer information  
5       technology organization, said method steps comprising:

6       collecting into a competency-defined measurement

7 categories and measurements file definitions of  
8 selected categories of behavioral measurements;  
  
9 selecting from said file contract measurements;  
  
10 said contract measurements being selected by building a  
11 first draft measurement model and a second draft  
12 measurement model;  
  
13 building said first draft measurement model by  
14 selectively executing a first prioritization process  
15 and a second prioritization process;  
  
16 said first prioritization process determining for each  
17 said contract measurement a relationship with each said  
18 behavioral measurement satisfied by said contract  
19 measurement by building a first table describing for  
20 each said category the relationship for each relevant  
21 metric with each of said behaviors it may satisfy and  
22 determining for each said metric a metric subtotal of  
23 satisfied behaviors, and evaluating said table to  
24 identify as most desirable metrics those metrics  
25 satisfying the greatest number of behaviors;

26           said second prioritization process determining for each  
27           said behavioral measurement a relationship with each  
28           other behavioral measurement by building a second table  
29           relating each said metric to each other said metric,  
30           determining from said table for each said metric a  
31           metric subtotal representing the number of other  
32           related metrics, and prioritizing as desirable metrics  
33           for each said category in said measurement model those  
34           related to the highest number of other related metrics  
35           within said category;

36           building said second draft measurement model to include  
37           a minimum set of measures that drive desired behaviors  
38           by selecting behavioral measurements from said first  
39           and second prioritization processes prioritized  
40           selectively by behaviors satisfied and related  
41           behavioral measurements;

42           implementing said contract measurements; and

43           using and maintaining said contract measurements.

1       25. [Currently amended] A program storage device readable  
2           by a machine, tangibly embodying a program of instructions

3 executable by a machine to perform method steps for  
4 providing a measurement and performance management method,  
5 said method steps comprising:

6 during a proposal contextual phase, developing a  
7 measurement solution including a plurality of  
8 categories to be delivered to a customer;

9 said developing step including building a first draft  
10 measurement model and a second draft measurement model;

11 building said first draft measurement model by  
12 selectively executing a first prioritization process  
13 and a second prioritization process;

14 said first prioritization process determining for each  
15 potential metric of a plurality of potential metrics a  
16 relationship with each behavior satisfied by said  
17 potential metric by building a first table describing  
18 for each said category the relationship for each  
19 relevant metric with each of said behaviors it may  
20 satisfy and determining for each said metric a metric  
21 subtotal of satisfied behaviors, and evaluating said  
22 table to identify as most desirable metrics those

23                   metrics satisfying the greatest number of behaviors;

24                   said second prioritization process determining for each

25                   said potential metric a relationship with each other

26                   potential metric by building a second table relating

27                   each said metric to each other said metric, determining

28                   from said table for each said metric a metric subtotal

29                   representing the number of other related metrics, and

30                   prioritizing as desirable metrics for each said

31                   category in said measurement model those related to the

32                   highest number of other related metrics within said

33                   category;

34                   building said second draft measurement model to include

35                   a minimum set of measures that drive desired behaviors

36                   by selecting potential metrics from said first and

37                   second prioritization processes prioritized selectively

38                   by behaviors satisfied and related potential metrics;

39                   during a due diligence phase, validating assumptions

40                   and behavioral expectations in said measurement

41                   solution; and

42                   during a transformation phase, transferring to said

43           customer resources and assets for implementing said  
44           measurement solution as validated.

1       26. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for  
4       executing a gap analysis responsive to a measurement model  
5       and current customer measurements, said method steps  
6       comprising:

7           building said measurement model including a plurality  
8           of categories from a first draft measurement model and  
9           a second draft measurement model;

10          building said first draft measurement model by  
11          selectively executing a first prioritization process  
12          and a second prioritization process;

13          said first prioritization process determining for each  
14          of a plurality of measurements a relationship with each  
15          of a plurality of behaviors satisfied by said  
16          measurements by building a first table describing for  
17          each said category the relationship for each relevant  
18          measurement with each of said behaviors it may satisfy

19           and determining for each said measurement a measurement  
20           subtotal of satisfied behaviors, and evaluating said  
21           table to identify as most desirable measurements those  
22           measurements satisfying the greatest number of  
23           behaviors;

24           said second prioritization process determining for each  
25           said measurement a relationship with each other  
26           measurement by building a second table relating each  
27           said measurement to each other said measurement,  
28           determining from said table for each said measurement a  
29           measurement subtotal representing the number of other  
30           related measurements, and prioritizing as desirable  
31           measurements for each said category in said measurement  
32           model those related to the highest number of other  
33           related measurements within said category;

34           building said second draft measurement model to include  
35           a minimum set of measures that drive desired behaviors  
36           by selecting measurements from said first and second  
37           prioritization processes prioritized selectively by  
38           behaviors satisfied and related measurements;

39           mapping said current measurement model to said current

40                   customer measurements and identifying measurement gaps;

41                   identifying measurements not covered by said

42                   measurement model;

43                   identifying nonproductive measurements; and

44                   identifying the impact to an organizational structure

45                   and processes of said customer of said measurement

46                   gaps.

1       27. [Currently amended] A program storage device readable  
2       by a machine, tangibly embodying a program of instructions  
3       executable by a machine to perform method steps for defining  
4       a measurements model work product, said method steps  
5       comprising:

6                   articulating envisioned business goals and behaviors;

7                   enumerating and defining behaviors and goals satisfied  
8                   by said behaviors in a database of existing contract  
9                   measurements including a plurality of categories;

10                  selecting potential measurements for said business

11           goals and behaviors from said database;

12           prioritizing and balancing said potential measurements

13           to determine said measurement model work product;

14           said prioritizing and balancing including building a

15           first draft measurement model and a second draft

16           measurement model;

17           building said first draft measurement model by

18           selectively executing a first prioritization process

19           and a second prioritization process;

20           said first prioritization process determining for each

21           said potential measurement a relationship with each

22           said behavior satisfied by said potential measurement

23           by building a first table describing for each said

24           category the relationship for each relevant measurement

25           with each of said behaviors it may satisfy and

26           determining for each said measurement a measurement

27           subtotal of satisfied behaviors, and evaluating said

28           table to identify as most desirable metrics those

29           metrics satisfying the greatest number of behaviors;

30           said second prioritization process determining for each  
31        said potential measurement a relationship with each  
32        other potential measurement by building a second table  
33       relating each said measurement to each other said  
34       measurement, determining from said table for each said  
35       measurement a measurement subtotal representing the  
36       number of other related measurements, and prioritizing  
37       as desirable measurement for each said category in said  
38       measurement model those related to the highest number  
39       of other related measurement within said category; and

40           building said second draft measurement model to include  
41        a minimum set of measures that drive desired behaviors  
42        by selecting potential measurements from said first and  
43        second prioritization processes prioritized selectively  
44        by behaviors satisfied and related potential  
45        measurements.

28. [Canceled]